

Procedures for Resolving Language or Communication Assistance Concerns of HCD External Customers¹

Informal Process

The Department encourages prompt and informal resolution of external customers' concerns regarding any language or communication assistance needs. Therefore, every effort should be made to effectively communicate with a customer at the time services are being provided either by phone, at an HCD public counter, during inspections, or in other settings. If necessary, involve your supervisor in the resolution process, and use the HCD Directory of Language Interpreters to locate an employee that may be able to provide additional assistance to satisfy the customer's service need. The Directory is located in the HCD Public Folders@ Bilingual Services Program.

Formal Process

If a customer's concern cannot be resolved informally at the point-of-service, the following steps should be taken:

Immediately notify your supervisor of the customer's dissatisfaction.

Refer the customer to the Codes and Standards Mobilehome Ombudsman Office toll free Telephone Number: (866) 784-6427², and provide the HCD instruction sheet³ that describes the process the customer should follow to communicate his/her concern to the Departmental level.

Immediately provide a written incident report, in memo format, to the Division Bilingual Services Program Coordinator, or to the EEO Office in the absence of an assigned Division coordinator. At minimum, the incident report should include the name and contact information for the customer, a summary of the incident (the service requested), and steps taken to meet the customer's need at the point-of-service. Include the names of all HCD employees involved in the incident and their roles in attempting to meet the customer's need.

Division Bilingual Services Program Coordinators should contact the Codes and Standards Mobilehome Ombudsman Office at (916) 323-9801 to obtain the customer's verbal account of the incident.

After receiving the customer's verbal account of the incident, by the next business day, the Division Bilingual Services Program Coordinator should contact the customer and acknowledge receipt of the incident report.

Every effort should be made to resolve the concern within five (5) business days.

¹ Notification posters are now posted in all HCD District Offices.

² The Ombudsman Office and toll free number are being used because the function is already well-publicized throughout the state as the HCD complaint call center.

³ A Spanish version of the Instruction Sheet is now available on the HCD Public Folder. Offices should print and copy both English and Spanish versions as needed.